

The logo features a circular emblem with a stylized infinity symbol or interlocking loops in white and blue. 

# The Stafford

*For Intermediaries*



## The Stafford IntermediariesHub

### Registration Guide for Existing Brokers

Version: Aug 2024



## Online Registration - Re-Registering from SRBS Broker Mortgage Hub to The Stafford Intermediaries Hub

- 1.a You may already have an account which you used to log in to submit cases on our **'SRBS Broker Mortgage Hub'**. Your account will still be valid but will need to be transferred across to our new system **'The Stafford Intermediaries Hub'**.

To transfer your account select the following hyperlink:

<https://intermediaries.srbs.co.uk/>

Then select **'Sign up now'** and then enter your email address that you used when logging into SRBS Broker Mortgage Hub and click **'Send verification code'**

**Start your loans journey**

**Used MV Loans Origination before?**  
You can sign in to your existing account used with another institution!

Email Address

Password

[Forgot your password?](#)

**Sign in**

Don't have an account? [Sign up now](#)

Powered by Mutual Vision

**Sign Up**

**Used MV Loans Origination before?**  
You can sign in to your existing account used with another institution!

**User Details**

mortgages@srbs.co.uk

**Send verification code**

- 1.b A verification code will be forwarded to the email address you have entered.

**Verify your email address**

Thanks for verifying your [mortgages@srbs.co.uk](mailto:mortgages@srbs.co.uk) account!

**Your code is: 249252**

Sincerely,  
Loans Origination



1.c Enter the code into the **'Verification Code'** box and click on **'Verify Code'**.

< Cancel

### Sign Up

Used MV Loans Origination before?  
You can sign in to your existing account used  
with another institution!

### User Details

Verification code has been sent to your inbox.  
Please copy it to the input box below.

1.d Once your code is verified, please enter a password and click **'Create'**.

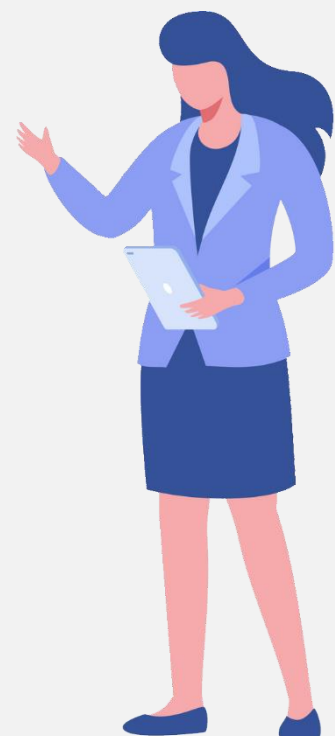
< Cancel

### Sign Up

Used MV Loans Origination before?  
You can sign in to your existing account used  
with another institution!

### User Details

E-mail address verified. You can now continue.



- 1.e You will then be required to authenticate this email address again by clicking on **'Send verification code'**. You will then receive another code to your registered email address.

Cancel

## Two-Factor Authentication

### User Details

Verification is necessary. Please click Send button.

Send verification code

Continue


- 1.f Please enter the received code and click **'Verify code'**.

Cancel

## Two-Factor Authentication

### User Details

Verification code has been sent to your inbox.  
Please copy it to the input box below.

Verify code

Send new code

Continue

You will then be logged into **'The Stafford Intermediaries Hub'**. All your existing cases will be visible, and you can begin to submit applications as normal. You do not need to do anything else.



## Online Registration - Following the forgotten password process

2.a

Click on 'Forgot your password?'

**Start your loans journey**

**Used MV Loans Origination before?**  
You can sign in to your existing account used with another institution!

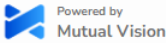
Email Address

Password

[Forgot your password?](#)

**Sign in**

Don't have an account? [Sign up now](#)




2.b

Enter your email address and click 'Send verification code'

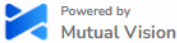
[Cancel](#)

**Reset your password**

Email Address 

**Send verification code**

**Continue**



2.c

You will then be sent a verification code to the email address entered

**Verify your email address**

Thanks for verifying your [vicki3550@sky.com](mailto:vicki3550@sky.com) account!

**Your code is: 640397**

Sincerely,  
Loans Origination



2.d

Please enter this code in the box provided and click on 'Verify code'

A screenshot of a verification code input screen. At the top, there is a text input field containing the code "210601". Below the input field are two blue buttons: "Verify code" and "Send new code". At the bottom of the screen, there is a larger blue button labeled "Continue". The footer of the screen features the Mutual Vision logo and the text "Powered by Mutual Vision".

2.e

This now confirms you have 'Reset your password' You now need to log into the system by clicking on 'Continue'

A screenshot of a password reset confirmation screen. It features two blue buttons: "Change e-mail" and "Continue". The footer of the screen features the Mutual Vision logo and the text "Powered by Mutual Vision".

2.f

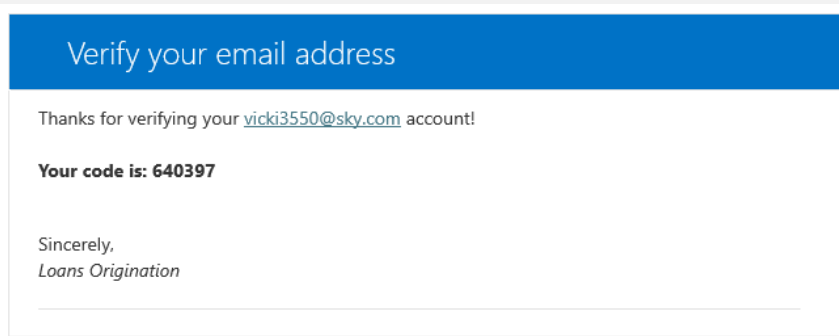
This now requires you to log into the platform the using your new details. Re type in your email address and click 'Send verification code'.

A screenshot of a Two-Factor Authentication screen. At the top left, there is a "Cancel" link. The main heading is "Two-Factor Authentication". Below the heading, it says "Verification is necessary. Please click Send button." There is a text input field containing the email address "anon@srbs.co.uk" and a QR code icon to its right. Below the input field are two blue buttons: "Send verification code" and "Continue". The footer of the screen features the Mutual Vision logo and the text "Powered by Mutual Vision".



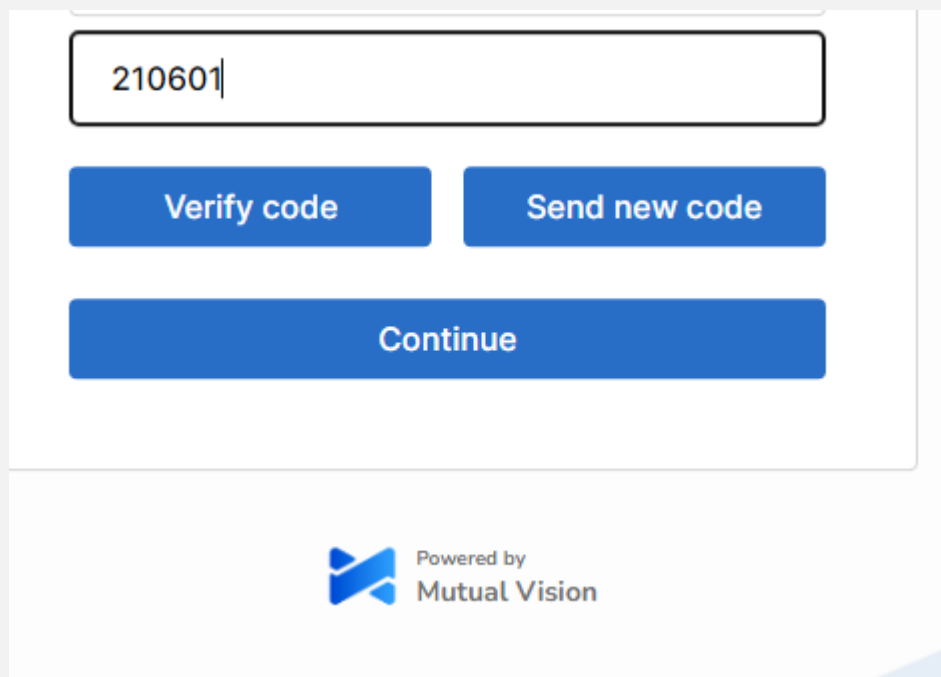
2.g

You will then be sent another verification code to the email address entered



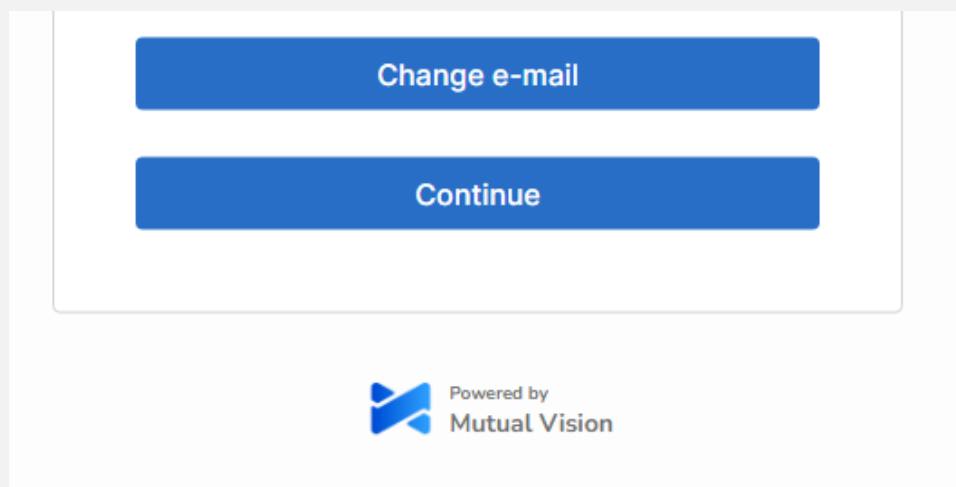
2.h

Please enter this code in the box provided and click on 'Verify code'



2.i

This now confirms you have 'Email address has been verified' You now need to log into the system by clicking on 'Continue'






2.j

You will now be asked to 'Reset your password'. Please enter your 'New Password' and 'Confirm New Password' and click continue.

< Cancel

### Reset your password

Continue

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Mutual Vision

You will now be required to log into the system.







## Frequently asked Questions

|  |   |
|--|---|
| <b>How do I register?</b>  | You can register to use The Stafford Intermediary Hub when you visit the site. This will allow you to register and create an application to ourselves. If you have not completed a full paper-based registration form within the last 12 months, or your details have changed, we will require you to submit a new form to complete your registration with the Society before being able to submit an application, this can be obtained from the registration section of the Society's website which can be found here: <a href="https://srbs.co.uk/intermediaries/downloads">srbs.co.uk/intermediaries/downloads</a> |
| <b>Can I submit an application form where I don't have all the supporting documents</b>                      | Yes, documents can be uploaded during or after submitting the application to the Society.   |
| <b>What should I do if I've forgotten my password?</b>   | Simply click on 'forgot password' on the login screen. To help you please view section 2 of this document.  |
| <b>What if I am part way through keying the application and I have to log out, will all my work be lost?</b> | No, once your client is set up and you are keying an application you can log out and all of your work will be saved.  |
| <b>Who is my BDM?</b>  | Please contact our National Account Manager, <b>Emma Parker(07506906525, <a href="mailto:Emma.Parker@srbs.co.uk">Emma.Parker@srbs.co.uk</a>)</b> .  |
| <b>How do I enter a foreign address when creating a client?</b>  | Please enter the clients country of residence in the 'Postcode' field, this will allow you to complete the rest of the address manually   |
| <b>Why have I not received your email verification?</b>  | Please check your Junk Mail to see if it has been placed in there. If the email still has not arrived please click on send new code.  |
| <b>How to I amend or to add further information to an application once it has been submitted?</b>            | Please contact the Mortgage Help Desk on <b>01785 231 444</b> . We will then re-activate the form so changes can be made  |
| <b>How do I get a KFI?</b>   | The Society currently does not provide KFIs for Intermediaries. The Society normally sources on Mortgage Brain, Trigold and 27Tech.   |
| <b>How do I change my Firms/Network/Mortgage Club details?</b>   | Please contact the Mortgage Help Desk on <b>01785 231 444</b> . We will then look to update your details for you.   |